



## Administrative Policies and Procedures: 29.12

<b>Subject:</b>	<b>Emergency Response Preparedness Plans</b>
<b>Authority:</b>	TCA 37-5-106
<b>Standards:</b>	COA: ASE 7.01, 7.02, 7.03, 7.04
<b>Application:</b>	To All Department of Children's Services Employees

### Policy Statement:

Each Department of Children's Services Central Office Division, Regional Office, Field Office and DCS Facility shall develop a written Emergency Response Preparedness Plan (ERPP) to manage safety and emergency situations, limit operational disruption and resume operations in a reasonable time period.

### Purpose:

To ensure that ERPP's are developed that provides guidelines for safety and information to survive emergency situations and enable re-establishment of normal business operations. The key objectives of the ERPP is to:

- ◆ Provide for the safety and well-being of people and employees at the time of an emergency or disaster;
- ◆ Identify critical lines of business and supporting functions;
- ◆ Establish management succession;
- ◆ Coordinate services and share information;
- ◆ Minimize the duration of a serious emergency;
- ◆ Minimize immediate damage and losses;
- ◆ Facilitate effective coordination of recovery tasks; and
- ◆ Be able to continue critical/essential business operations during the emergency;

### Procedures:

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| <b>A. Development of written <i>Emergency Response Preparedness Plan</i></b> | 1. Each DCS Executive Director and Regional Administrator or their designees will be responsible for the development of an ERPP for their respective offices and facilities for implementation in the event of emergency situations. |
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	<p>2. Development of Contingency Plans <u>specific</u> to DCS Youth Development Centers will be in accordance with DCS policy <a href="#"><u>29.5, Contingency Plans for Youth Development Centers and DCS Group Homes</u></a>. Copies of the DCS Youth Development Center plans will also be maintained in the Departmental ERPP.</p> <p>3. All ERPP and Contingency plans will be approved by the appropriate office/facility Administrator and a copy must be <b><u>submitted</u></b> to the <b><u>Office of Planning and Policy Development</u></b> at e-mail address: <a href="mailto:EI-DCS-Planning.Policy.Development@state.tn.us"><b><u>EI-DCS-Planning.Policy.Development@state.tn.us</u></b></a></p>
<p><b>B. Emergency response coordinator <u>identified for each office or facility</u></b></p>	<p>1. Each DCS Executive Director, Regional Administrator, YDC Superintendent and Group Home Director will assign an employee designated as the <i><u>ERPP or Contingency Plan Coordinator</u></i> who will be responsible for maintaining the plan for their respective office/facility.</p> <p>2. Responsibilities of the designated <i><u>ERPP</u></i> will include, but not be limited to:</p> <ul style="list-style-type: none"> <li>a) Creating and/or revising the <i><u>Plans annually</u></i> or as <b><u>often as necessary as information, functions and personnel changes occur</u></b> to keep the plan updated and current.</li> <li>b) Coordinating emergency planning and preparedness activities with <u>local</u> management, employees, state and governmental authorities and emergency responders.</li> <li>c) Providing current copies and information of the ERPP/Contingency plans to employees and to the designated temporary worksite location.</li> <li>d) Testing the Plan's effectiveness by conducting a table top discussion, or practice drill exercise to identify errors or omissions in the plan. This exercise may also be coordinated with community organizations/partners, such as the police and fire departments and providers.</li> <li>e) Documenting the results of the practice exercises and modifies the plan based on lessons learned to improve proficiency in executing the plan.</li> </ul> <p>3. Coordinating with the Training and Staff Development Division and/or Regional Training Coordinators on facilitating training activities for emergency response preparedness will include, but not limited to:</p> <ul style="list-style-type: none"> <li>a) Training needs;</li> <li>b) Scheduling and coordinating training activities; and</li> <li>c) Documentation and monitoring of training activities.</li> </ul>
<p><b>C. Emergency response plan content</b></p>	<p>1. Each DCS Executive Director Regional Administrator/designee must ensure that an ERPP will be written for each office/facility/Division. The <b><i><u>Emergency Response Preparedness Plan Format outline</u></i></b> will be the <b><u>format</u></b> used to draft the plan for all <b><u>offices</u></b> and <b><u>facilities</u></b>. Each ERPP must address the following:</p>

- a) **Alternate Work Site information:** Identify alternative work site location: address, telephone number and fax number and written directions to alternate site that will include:
- ◆ Office evacuation plan;
  - ◆ Floor plan of alternate site location;
  - ◆ Identify what staff will report to the alternate work site;
  - ◆ Plans for notifying families;
    - i. Maintain an updated list of children and families served and how to contact them in an emergency;
    - ii. Provide written instructions and contact telephone numbers to Foster parents, guardians, biological parents and other persons as necessary of the office/facility's protocols in emergency situations;
  - ◆ Plans for handling the public and media;
  - ◆ Plans for treating injuries and responding to medical emergencies to include:
    - i. Maintaining a readily available communication device (two-way radio, etc.), poison control information and first aid supplies and manuals at all program sites;
    - ii. Consulting with a health professional, as necessary, to develop procedures for such situations;
    - iii. Coordination with DCS EAP Coordinator and Employee Assistance Program as applicable;
    - iv. Coordination and communication with service recipients; and
- b) **Emergency Management Team List**
- This team will declare an emergency/disaster and provide immediate and ongoing coordination of the contingency and recovery processes during an interruption in service.
- c) **Activation/Notification Levels**
- If a business function fails due to an emergency/ disaster, the degree of criticality should be monitored by the Emergency Management Team to enable the outage to be elevated to the next severity level and action taken.
- The levels of severity are based on public safety and loss of life, effect on internal business functions and effect on external customers, business partners or public infrastructures. All staff should be aware of the severity levels in declaring a disaster. **Level 3 is considered most critical.**
- d) **Personnel Emergency Contact List** – A complete list of all employees that includes volunteers, temporary employees and consultants. This list will be updated regularly as staff names and positions change due to staff turnover and/or reorganization.

- e) **Call tree** – A call tree will show how communication will flow among and between managers and staff and resembles an organization chart. The call tree will include office, home and/or alternate telephone numbers.
  - f) **Emergency Responder Contact List** - A complete list of DCS emergency contacts; local fire department; police; State police; Hospitals; ambulance; phone and utility companies; others as necessary.
    - ◆ **Coordination with local emergency responders** - Explain coordination between DCS and emergency responders;
  - g) **External State, Federal, Agency/Provider or Key Partners Contact List**  
A list that will include TEMA; TN Highway Patrol, DCS Fire Safety Officer, State Facilities Managers; other state, federal, local agencies and service providers and the Courts.
    - ◆ **Coordination with appropriate local, state and federal governmental authorities** - Explain coordination between DCS and external state, Federal, agencies/providers or key partners, as applicable to local area;
  - h) **Critical/essential business resumption planning** – Determination of which activities/tasks are “time-critical” business functions for applicable office/facility.
  - i) **List of Emergency/Vital Supplies:** List all supplies that will be needed to conduct business and plans for stocking those items and supplies in the event of an emergency/disaster.
  - j) **Exercising the Emergency Response Preparedness Plan** -  
**After completing the ERPP it must be tested to see if it works.** This will enable the office/division/facility to improve the plan as needed. Each ERPP team leader should conduct a test in the form of a **Table Top Discussion or Practice Exercise**. This is a verbal or role-playing exercise where the staff/teams will walk through each task. These exercises should simulate an emergency situation in an informal, stress-free environment. The participants gather around a table to discuss general problems and procedures or conduct a role-playing exercise in the context of an emergency scenario. The focus is on training and familiarization with roles, procedures, or responsibilities and discuss each action step that will identify what worked or did not work in the plan and modify the plan as required based on lessons learned. As applicable, foster parents and other persons as necessary may participate in these ERP practice exercises, meetings or discussions.
  - k) Documentation of the above exercise, results and corrective actions will be documented in this section of the ERP plan.
2. **For state-owned facilities**, the actions above may already be outlined in the local building Safety Procedures Employees Handbook or protocols. If so, the handbook will become part of the applicable ERPP with applicable references made in the plan. The safety handbook must always accompany the ERPP and be given to employees as one packet of information.
  3. Refer to the ***Emergency Response Preparedness Plan*** instructions for more in-depth instructions on the items listed above.

<b>D. Training</b>	<ol style="list-style-type: none"> <li>Each DCS Executive Director, Director, Regional Administrator and DCS Group Home Supervisor will ensure that a copy or access to a copy of the relevant ERPP and worksite safety procedures is provided to all employees.</li> <li>Existing employees must receive a copy of the ERPP and building/facility/office safety procedures specific to their work site and functions and provided emergency preparedness awareness information and training at least annually.</li> <li>New employees must receive a copy of the ERPP and safety procedures specific to their work site and functions during their orientation session. Training for new employees should be scheduled at the next scheduled emergency preparedness training activity and at least annually thereafter.</li> <li>In addition to discussions and “walk-through” role-playing activities, emergency management computer-based training may be accessed through FEMA via <a href="http://www.fema.gov/about/training/emergency.shtm">http://www.fema.gov/about/training/emergency.shtm</a>. This training offers a wide variety of courses and is free of charge. At the end of study course a <i>Certificate of Achievement</i> will be awarded to the participant. This certificate must be submitted to the Supervisor or designee for submission to DCS Training and Staff Development Division to document proof of training and to receive training credit.</li> <li>Local Emergency Preparedness Personnel, Emergency Responder Personnel or TEMA Representatives <b>may</b> facilitate training and/or facilitate “table-top” discussions and “walk-through” role-playing activities on how to respond to medical threats and emergencies to include, but not be limited to the following: <ol style="list-style-type: none"> <li>Individual roles and responsibilities (check lists may be prepared for each responsibility and all procedures)</li> <li>Introduction to local evacuation procedures and floor plan;</li> <li>Assessment of risk and safety that include potential risks that staff may encounter off-site, in the community, or during home visits;</li> <li>Emergency response procedures;</li> <li>Coordination with local medical, mental health, law enforcement and other professionals; and</li> <li>Implementation of health and safety procedures.</li> </ol> </li> </ol>
<b>E. Documentation of training</b>	<ol style="list-style-type: none"> <li>All types of training activities must be documented that include: <ol style="list-style-type: none"> <li>Table Top meetings or discussions;</li> <li>Walk-through role playing exercises;</li> <li>Training conducted by Local Emergency Preparedness Personnel, Emergency Responder Personnel or TEMA Representatives;</li> <li>Training accessed via TEMA Website; and</li> <li>Other training activities for the purpose of emergency preparedness.</li> </ol> </li> </ol>

	<p>2. Documentation of training must be submitted to the DCS Training Division on form <b>CS-0598, Trainee Roster</b>.</p> <p>a) Send original copy to the DCS Training Division.</p> <p>b) Maintain one copy on file at the worksite.</p>
<b>Forms:</b>	<p><u><a href="#">CS-0598, Trainee Roster</a></u></p> <p><i><b>Emergency Response Plan Format and Instructions</b></i></p>
<b>Collateral Documents:</b>	<p><i>Emergency Response Preparedness Plans</i></p>